

STAMFORD WATER POLLUTION CONTROL AUTHORITY (WPCA)

SEASONAL CUSTOMER SERVICE REPRESENTATIVE

Salary Range: \$15-\$20/ HOUR

Hours: 8:30 am to 3:30 pm Monday thru Friday

The City of Stamford is accepting applications for a *Seasonal Customer Service Representative* for their onsite billing office located at the Stamford Government Center.

DUTIES: Greets customers warmly and ascertains problems or reason for calling or visit; resolves customer complaints via phone, email or mail. Accepts payments for user charges; prepares daily deposits; inputs information into CUBES System; submits deposits to WPCA Administration. Interacts with WPCA Billing Vendor and WPCA Administration Staff; reports to WPCA Administration Manager.

MINIMUM QUALIFICATION REQUIREMENTS: Preferably a college degree in Business. Two years of customer service experience. Ability to communicate effectively orally and in writing. Professional appearance and demeanor. Compensation will commiserate with experience.

SEASONAL APPLICATIONS CAN BE OBTAINED AT:

Human Resources Division
9th Floor Stamford Government Center
888 Washington Boulevard, Stamford, CT 06904
Or at www.stamfordct.gov

The City of Stamford is an Affirmative Action/Equal Opportunity Employer